

Sheet 1 of 4Form PTO-1449 U.S. Department of Commerce
(Rev. 8-88) Patent and Trademark Office

Attorney Docket No.: 0920.70805

Serial No.: 09/706,025

INFORMATION DISCLOSURE CITATION
(Use several sheets if necessary)

Applicant: Bollinger et al.

Filing Date: November 3, 2000

Group: 2642

U.S. PATENT DOCUMENTS

Examiner Initial*	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
ms	4,992,940	02/12/1991	Dworkin	—	—	03/13/1989
	5,260,866	11/09/1993	Lisinski et al.	—	—	11/17/1991
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	5,842,178	11/24/1998	Giovannoli	—	—	01/30/1998
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	Dialogic, an Intel Co., "Voice-Enabled Internet Call Centers in the Network," published on the world wide web, circa June 1999.
	Technology Marketing Co., "The Uncentered Call Center: Building Distributed Or Virtual Call Centers With CTI And Internet Telephony," published on the world wide web May 1999.

Examiner: Melanie TaggartDate Considered 7/19/04

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	6,141,345	10/31/2000	Goeddel et al.	—	—	03/06/1997
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J	Joseph P. Bailey et al., "Critical Business Decisions for Internet Services," Information Resources Mgmt. Ass. International Conf., 1998.
J	Dr. Lee W. McKnight et al., "Internet Telephony: Costs, Pricing, and Policy," Telecom. Policy Res. Conf., 1997.
	David D. Clark, "A Taxonomy of Internet Telephony Applications," Internet Telephony Consortium, Massachusetts Institute of Technology, believed published circa 1998.

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Examiner

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Examiner *Deanna Fagan*

Date Considered 7/19/04

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